



FRONT DESK AGENT

JOB SUMMARY

Coordinates all hotel reservation activity for the property.

JOB REQUIREMENTS

- Greets, registers, and assigns rooms to guests of the hotel.
- Verifies customers' credit, and establishes how the customer will pay for the accommodation.
- Keeps records of room availability and guests' accounts using hotel computer systems.
- Computes bills, collects payments, and makes change for guests.
- Performs simple bookkeeping activities, such as balancing cash accounts.
- Reviews accounts and charges with guests during the checkout process.
- Posts charges, such as those for rooms, valet, laundry, food, liquor to ledgers by using hotel computer systems.
- Transmits and receives messages, using telephones or telephone switchboards.
- Contacts Housekeeping or Maintenance staff when guests report problems.
- Reviews information/passes on log from previous shift, checks room rates, and discusses sell strategy with Supervisor.
- Reviews and becomes familiar with VIP's and group folders, verifying proper blocking arrangements.
- Follows and completes items on Guest Services AM/PM checklist.
- Greets and assists all guests entering or leaving the hotel.
- Ensures timely and efficient delivery of guest messages, mail, and faxes.
- Responds to guest inquiries and directs guests around the hotel/casino.
- Explains proper use of keys system and ensures the guests' satisfaction with their room.
- Accurately gives directions, information, and recommendations.
- Audits current registration cards to computerized information.
- Corrects errors and discrepancies on guest accounts and resolves guest complaints.
- Ensures organization and cleanliness of all work areas.
- Balances cash daily and prepares deposit for general cashier.
- Complies with all reasonable requests made by management.
- Adheres to all gaming laws and regulations.
- Other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES

- Strong verbal and written communication skills.
- Must be able to operate office equipment and multi-line phones.
- Perform under pressure in an interruptive environment.
- Must be customer service orientated.

PHYSICAL DEMANDS & WORK ENVIRONMENT

- Ability to stand for long periods of time.
- Frequent pushing, pulling, bending and walking.
- May be exposed to working in a noisy, smoke/ secondary smoke environment and moderate noise and bright lights.
- Must be at least 18 years of age and must be able to obtain and maintain appropriate licensing. Must be able to pass a background investigation.

EDUCATIONAL REQUIREMENTS

High School Diploma required